



**Homeland
Security**

**U.S. Coast Guard Auxiliary
District 11 Northern Region**

Serving Northern California, Nevada, Utah



Examiner Etiquette

- 1-Wear the proper uniform and wear it CORRECTLY. If with other examiners, try to wear the same uniform.**
- 2-Don't ask if the boater would like a vessel safety check-they'll probably say NO!!! Explain the VSC and politely direct them to the examination area.**
- 3-When greeting the boater, do NOT lean on their truck/boat.**
- 4-Do NOT use the word INSPECTION! The VSC is an examination-not and inspection!**
- 5-When discussing safety, make eye contact with the driver and the passenger especially when children are present.**
- 6-Do not stand on the boat trailer to look in vessel unless you ask.**
- 7-Do not put your clipboard or lean on the boat**
- 8-Answer questions truthfully and be prepared to substantiate the answer. Do NOT guess or lie! It is better to not know than to guess or lie. Know your local state boating regulations and Federal Requirements booklets.**
- 9-Limit the examination to 10-15 minutes for trailer boaters-20 to 30 minutes for large vessels.**
- 10-On large vessels ask permission PRIOR to boarding-ASK and be prepared to remove your shoes or wear booties over your boots!**
- 11-Do NOT SMOKE at the VSC station or around boaters while in uniform!**
- 12- Do not discuss or comment about any prior VSC activity with other examiners when other boaters are in the area. Your voice travels and you never know who might over hear your comments. Do NOT use profanity!**
- 13-If you remove life jackets from plastic bags and YOU dispose the bags.**
- 14-If you promise a return call, be sure to follow up.**
- 15-Always find something to compliment the boater.**
- 16-Pass or fail, shake the owners hand, congratulate and thank him on a job well done. If the boater fails, offer a recheck and thank him for their time.**
- 17-Above all else-BE POLITE! MAY I, PLEASE, and THANK YOU go a long way.**

Mike Lauro DSO-VE